



## EMERGENCY RESPONSE

Charlotte, MI | Brandon, SD | Ephrata, PA | P: 517.543.6400

[SPARTANER.COM](http://SPARTANER.COM)

September 24, 2015

### IMPORTANT SAFETY RECALL – 15V-540

**This notice applies to the vehicle identification number below.**

**4S7CT2B96DC076918**

Saanich Fire Dept  
760 Vernon Ave  
Victoria BC V8X 2W6  
Canada

Dear Valued Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Spartan Motors USA, Inc. has decided that a defect which relates to motor vehicle safety exists in certain 2012 and 2013 model year emergency response chassis cabs.

***Please note: The Vehicle Identification Number that may be affected by this recall is located at the top of this letter.***

#### **What is the defect?**

Front splay rails may exhibit cracks in the parent frame material. If the parent material of the front splay rails completely separate, the cab may collapse when being raised. Cracks can occur without warning.

#### **Corrective Action:**

At this time, an inspection of the affected area is required and a remedy is not yet known. For this reason, you will receive a second notice when a remedy becomes available.

#### **Labor Time:**

The inspection may take up to 0.5 hour. Due to some service scheduling times, your service center may need your vehicle for a longer period.

**What You Should Do:**

**Call Spartan Chassis at 1-800-543-5008 opt 0 to locate a qualified service center near you.** Steps will be taken to ensure the recall is performed at the nearest service center.

**Leased Vehicles:**

The lessor must notify the lessee by first class mail within ten (10) days from receipt of their owner notification letter from the manufacturer; both for the initial notification and all subsequent notifications.

**Reimbursement:**

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact Spartan Motors USA, Inc. at 1-800-543-5008.

**Reply Card:**

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address, sold, or traded the vehicle.

If the authorized service center has failed or is unable to remedy the defect without charge and within a reasonable time, contact Spartan Motors USA, Inc. at 1-800-543-5008. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, D.C. 20590 or call the Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov> if you feel the manufacturer has failed or is unable to remedy the defect without charge.

We regret any inconvenience this service may cause you. Your safety and continued satisfaction with the quality and performance of your chassis is of the utmost concern to us.

Sincerely,

Spartan Motors, Inc.